

PORT TOWNSEND-KEYSTONE PARTNERSHIP: VEHICLE RESERVATIONS

Preliminary Draft Meeting Plan

While the predesign report defined key elements and guidelines of a reservation system, WSF understands that each Ferry Community is distinct. As part of the implementation process, WSF will work with each individual community to:

- Establish how the reservation system might work best for that community;
- identify any modifications that might be needed to best serve customers in those communities; and
- Define how reservations might be phased in over time in the most successful manner.

Communities served by the Port Townsend-Keystone route are the first ferry communities to be consulted with in this way as the implementation plan starts with routes currently offering reservations.

This proposed meeting plan addresses the key issues related to implementation of the new system, which will be adjusted throughout the process to best meet WSF and ferry community needs. The meeting plan is a draft but it consistent with the anticipated level of effort, including the assumption of *five* monthly meetings of the Partnership Group:

- **Meeting 1 – April 9, 2010**
 - Review group charter and orientation to purpose of group
 - Reservations 101, including predesign report findings and on-going work
 - Discussion and feedback from group members—What works well now with the current reservation system, what improvements could be made

FAC meetings in May
- **Meeting 2 – June**
 - Review and discuss desired outcomes of a reservation system
 - Discuss business rules, including: deposit requirements, no show deterrence, late arrival, premier program, % of boat available for reservations, sailings available for reservations
- **Meeting 3 – July**
 - Review and discuss draft of how the vehicle reservation system will be implemented at Port Townsend-Keystone
 - Identify and discuss potential phasing in of rules

No meeting in August
- **Meeting 4 – September**
 - Review and discuss terminal operations and potential facility modifications (tollbooth realignment)
 - Review and discuss “nuts and bolts” of how a deposit could be taken
 - Review and discuss potential ITS improvements
- **Meeting 5 – October**
 - Final version of what reservations could look like in the community, including schedule, deposit, and facility modifications short and long-term
 - Discuss strategies for community education and marketing